

A photograph showing the silhouettes of several people standing around a table in a meeting room, with a bright light source creating a lens flare effect. The image is used as a background for the top left portion of the slide.

Unemployment Insurance ADVISORY COMMITTEE



Employment Security Department

WASHINGTON STATE

Agenda



- I. Approval of March 29, 2024 meeting minutes
- II. Rulemaking Update
- III. Wage Replacement for Undocumented Workers Workgroup
- IV. Work Search Requirements report
- V. Minimum Weekly Benefit Report (MWBR)
- VI. UI Program analysis project introduction
- VII. Web Modernization
- VIII. Public comment
- IX. Adjourn

Rulemaking update

Stephanie Frazee, Legislation and Rules Coordinator, ESD



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Rulemaking



- **Failure to Respond** – Working on update to WAC 192-140-035 to address both disqualification and ineligibility for failure to respond. Draft rules have been shared and comments are due on June 2.
- **Expanded Voluntary Quits (HB 1106)** – Draft rules incorporating quitting due to inaccessible care for a child or vulnerable adult and defining a split shift were shared. No comments were received. Working on the CR 102. Rulemaking hearing will likely be in early July.

Rulemaking



- **Transportation Network Companies (HB 1570)** – Working on drafting rules concerning relief of benefit charges for part-time workers and potential other rules needed to implement bill.
- **Cross-Program Payment Allocation** – Hearing will take place on June 25 at 9:00 AM.
- **WAC 192-220-070 Cross Reference Clean Up** – Final rule adopted on May 10 and will be effective on June 10.

Wage Replacement for Undocumented Workers Workgroup



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Stephanie Frazee, Legislation and Rules Coordinator, ESD

Wage Replacement for Undocumented Workers Workgroup



- Work group to:
 - Identify various funding mechanisms for an equitable wage replacement program,
 - explore impact on the trust fund, and
 - provide calculation of amount of benefits provided through the program.
- Work group member recruitment is underway
- First meeting will be in late May
- Monthly meetings thereafter
- Report due by November 15, 2024

Work Search Requirements report



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Stephanie Sams, UICS Policy & Legislative Implementation Manager, ESD



Work Search Requirements report



- Report due to Legislature July 2024:
 - Background
 - Improper UI payments and work search errors
 - Implementing work search flexibilities and impacts
 - 2021 rulemaking defined what is considered suitable job search contact & added more approved activities
 - Have seen a decline in improper payments due to work search activities in audits
 - Next steps
 - UIAC response
 - Research and direction for 2026 report

Minimum Weekly Benefit Report (MWBR)



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Josh Dye, Legislative Affairs Manager, ESD

Minimum Weekly Benefit Report (MWBR)



Revised 2023 report, and proposed approach for 2024 report:

- Removed casual analysis
- Focus on descriptive statistics
- Highlights from the revised 2023 report:
 - Since passage of this policy change, average wage replacement for MWBA recipients has remained consistent.
 - For many MWBA recipients, the amendment to RCW 50.20.120 increased the amount they could claim per week but decreased the total number of weeks in which they could claim benefits.

Minimum Weekly Benefit Report (MWBR)



Wage Replacement

- Since passage of this policy change, average wage replacement for MWBA recipients has remained consistent.

Year	Average weekly wages of MWBA recipients during base year employment	Minimum Weekly Benefit Amount	% wage replacement
2021	\$446 per week	\$295 per week	66%
2022	\$486 per week	\$316 per week	65%
2023	\$497 per week	\$323 per week	65%

Minimum Weekly Benefit Report (MWBR)



Frontloading

- For many MWBA recipients, the amendment to [RCW 50.20.120](#) increased the amount they could claim per week but decreased the total number of weeks in which they could claim benefits.

Those who received:	% of total MWBA recipients
Frontloaded benefits without increasing the maximum benefit amount.	65.1%
An increase to their maximum benefit amount, without frontloaded benefits.	18.5%
An increase to their maximum benefit amount with frontloaded benefits.	13.3%
Neither an increase to their maximum benefit amount nor frontloaded benefits.	3.1%

UI Program analysis project introduction



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JR Richards, UI Customer Service Director, ESD

UI Program analysis project introduction



Analysis of existing resources (federal and state) across the program and the impact those resources are having on customer service.

- Gaps and program needs.
- Legislative report (due November 1).
- Funding package.
- Peak mitigation plan.

Website Modernization Project: Enhancing User Experience and Accessibility

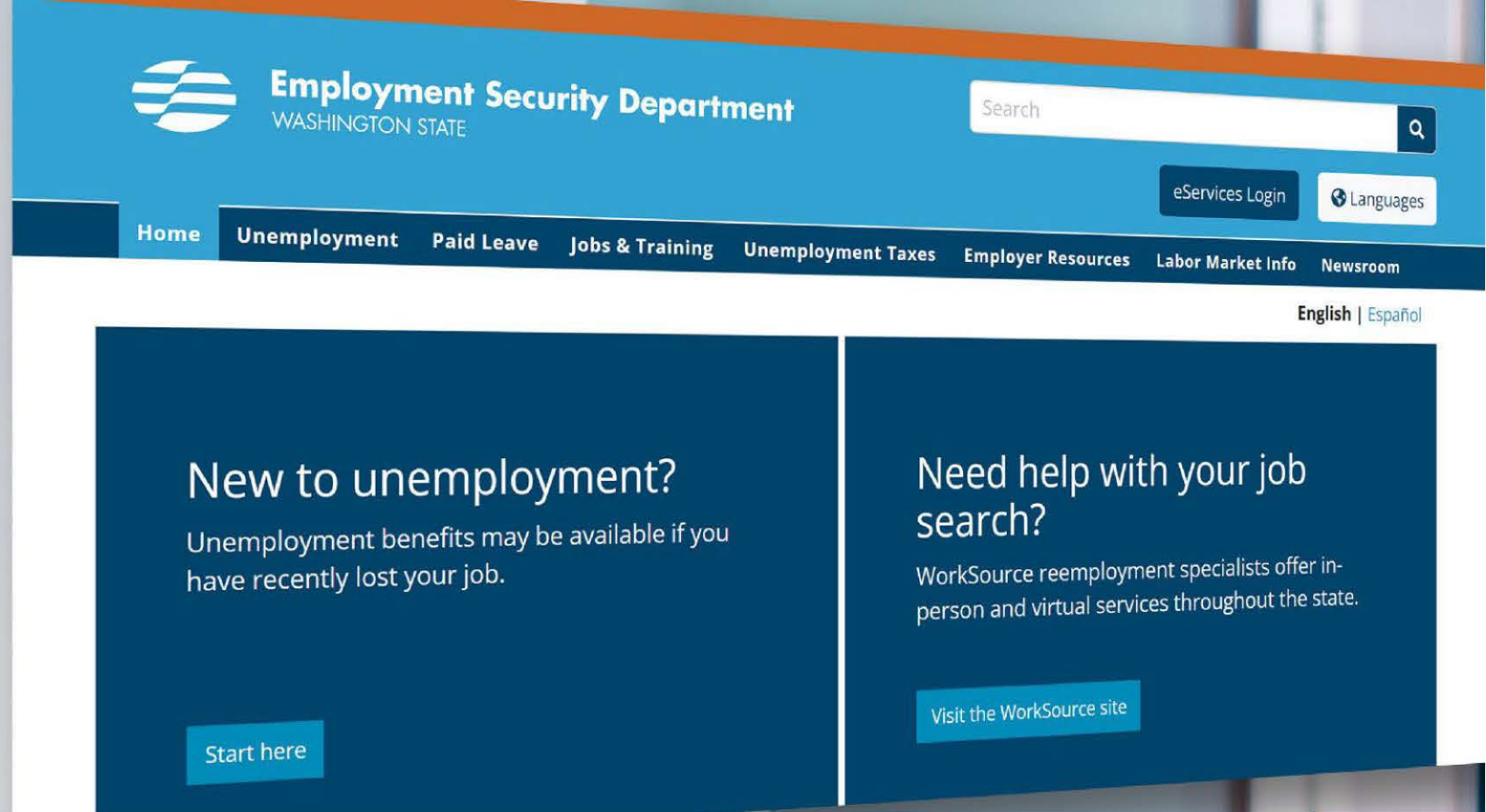
Jeremy Satre, Change Manager, ESD



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ESD.WA.GOV

is our front door!

Create a digital, self-serve experience that removes barriers and welcomes users with warmth, compassion and support for all Washingtonians.

ESD.WA.GOV - WEB MOD PROJECT

Finding
a contact
number
can be like...





Finding specific information
can be like...



Project vision

- Make it simple to get things done.
- Increase access to ESD services through better usability and simple, less legalese, plain-talk content.
- Focus on what customers need and are looking for when they come to us.
- Be helpful and friendly, but professional.



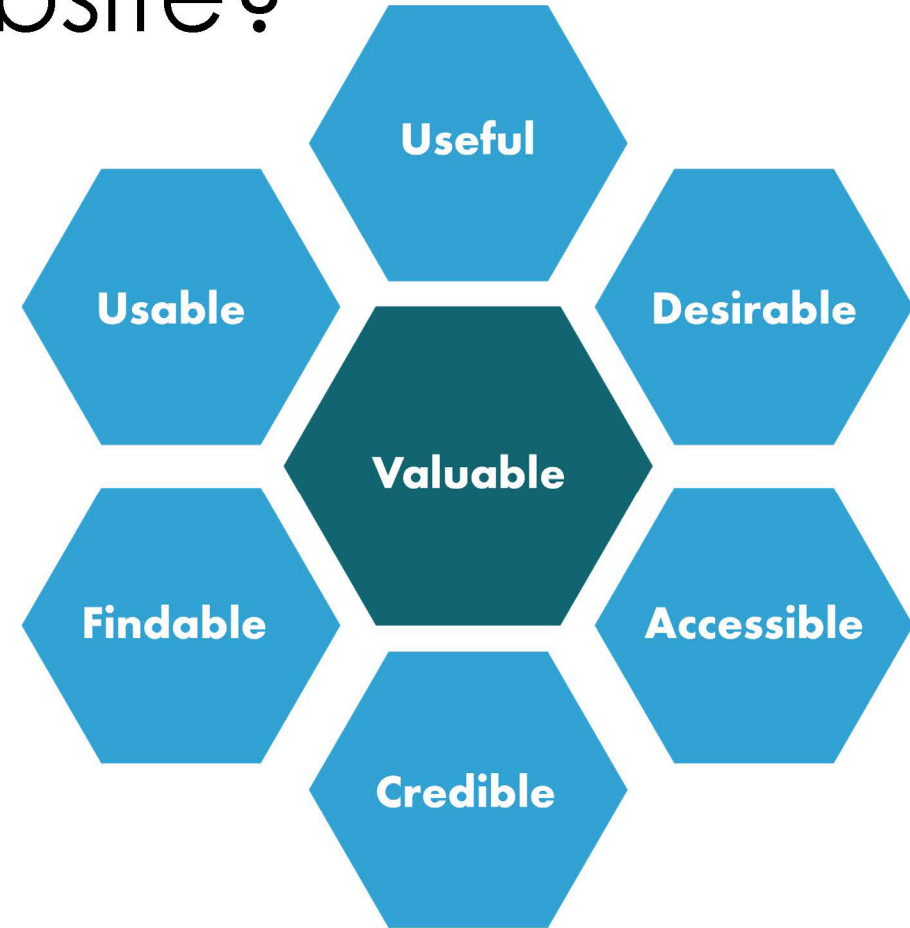
Redesign

Website redesign goals

- Equity
- Self-service for customers through better usability
- Refreshed look and feel
- Accessibility through information that is easier to find and understand
- Reduce from 1700+ pages to 650 pages

What makes a good website?

- Intuitive navigation
- Strong visual design and layout
- Responsive design
- Accurate and relevant content
- Clear calls to action



Public Comment



- If you would like to make public comment, please state your name and spell it so we can capture it correctly for the minutes, as well as the organization you represent if any.
- **Reminder:** Your comments are being recorded.
- If you would like your comments to be included in the meeting minutes, please submit them in writing via email to Camille Galeno at camille.galeno@esd.wa.gov. *(Camille's email will be posted in the chat)*
- Please limit your comments to **two minutes**.

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